



**Texas Water Utilities**

Customer Service: 866-654-7992  
 Emergencies: Visit us online: TXCustomerCare@swwc.com  
 866-654-7992 www.swwc.com/texas

Account Number: 001000000000  
 Invoice Number: 181000000000

Billing Date: 11/07/2024  
 Total Amount Due By: 11/23/2024

Service Address: 411 WATER DR  
 AUSTIN, TX 73301

**1**

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**2**

**Current Reading** Based on Actual

Rate Type	Meter Read Dates From	To	Number Of Days	Meter Reading Previous	Current	Usage KGAL	Meter Number
5/8" - C	10/03/24	11/04/24	33	25.0	29.0	4.0	00000000

**3**

**Water Usage History** - 13 Month Usage in KGal\*

\*KGal (1000 Gallons) Average Consumption ~2.4

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**4**

**Message Center**

Happy Thanksgiving! Our offices will be closed on November 28 and 29. We will resume business on Monday, December 2, at 8 a.m. Please have a safe and happy holiday!

**5**

**Account Summary**

Previous Bill Amount	\$100.73
Payment Received 10/31/24 - Thank You (Payments after 5:00pm will NOT reflect on this invoice.)	-\$100.73
<b>Balance</b>	<b>\$0.00</b>

**6**

**Current Billing and Other Basic Charges**

Water Base Sewer Base	\$48.37
Water Usage	\$68.52
Sewer Usage (Based on Winter Average 4.0)	\$28.92
Water Pass-Through Gal. Charge	\$9.56
Docket 55585 - SIC Water	\$22.60
Docket 55585 - SIC Wastewater	\$14.62
Dkt. 50944 Surcharge/surcred W	\$12.93
Dkt. 50944 surcharge/surcred S	-\$6.51
TX. Comm Environ Quality	-\$9.34
	\$1.90

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Total Current Charges	\$191.57
Total Amount Due By 11/23/24	\$191.57
Total Amount Due After 11/23/24	\$210.73

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**Tired of waiting for your paper bill? Switch to paperless billing! www.swwc.com/myaccount**

Please detach and return the bottom portion with your payment, pay online at <https://myaccount.swwc.com>, or pay via phone at 866-654-7992.

Texas Water Utilities, L.P.  
 2150 Town Square Place Suite 400  
 Sugar Land, TX 77479

Account Number: Total Amount 001000000000  
 Due By 11/23/24: Total Amount Due \$191.57  
 After 11/23/24: \$210.73

Please make check payable to:  
 Texas Water Utilities, L.P.

Amount Enclosed \$

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YOUR HOME  
 1234 Main St. Sugar Land, Texas  
 77479

TEXAS WATER UTILITIES, L.P.  
 P.O. BOX 36988 HOOVER, AL  
 35236-6988

**1. Account Information and Invoice Overview:** You'll need your account number to set up a portal account or when you call us. The "billing date" is when the invoice was generated, and the "total amount due by" is when your payment is due before.

**2. Meter Reading Overview:** The "rate type" refers to your meter size. Pay attention to this in any rate communications. The "meter read dates" is the time period in which this bill is for, and we share how many days that is exactly. The "meter reading" displays the actual read that you will see on your meter outside. The "usage KGAL" represents the number of 1,000 gallons of water used. We do not charge for fractions of 1,000 gallons. The "meter number" is the ID number we use for the meter.

**3. Water Usage History:** This chart shows how much water usage you've been charged for each month.

**4. Message Center:** Each month we post important information in this section, so be sure to check it each month.

**5. Previous Bill Summary:** This is where you can see how much was your last bill, the amount of payment we received for that bill, and any remaining balance you owe.

**6. Current Billing and Other Basic Charges:** Each charge that makes up your bill is itemized in this section. A water or sewer base is the set rate for operating and providing clean tap water. The water and sewer usage is based on your usage. For more on sewer usage, see the winter averaging section below. You can also read about the other additional charges below.

**Back of the Bill:** Very important messages about drought restrictions, rate changes, and infrastructure are frequently feature on the back or additional pages within the bill.

## Rates Explained

### What makes up a base rate?

The monthly water and/or sewer base rate on your bill is designed to recover a portion of the fixed costs created in providing water service to your home or business which includes the cost of maintaining the supply, treatment, distribution and service facilities, including vehicles, fuel, and equipment.

### Winter Averaging

We determine your sewer usage by using the average your water usage during winter months (typically December, January and February). If you have a leak during this period, please contact us to see how we can help.

### Water Pass Through Charge

This is used to recover additional costs caused when Texas Water Utilities purchases water from the municipal supply. This surcharge recovers the difference between what we pay the municipality and what it costs to produce water at our own facilities.

### System Improvement Charge (SIC)

Each year, we invest millions into our infrastructure throughout Texas. In order to recover that expense without affecting rates, we recover the cost as a separate fee until it is no longer necessary.

### Texas Commission of Environmental Quality

A monthly charge by the State of Texas of \$0.005 times the sewer and water charge.